MTW Supplement Module PHA User Known Issues

The issues listed below are affecting how PHA users perform tasks in the MTW Supplement part of the Housing Information Portal (HIP) system as of 09/07/2023. Issues are added to the list once the IT team has confirmed it is an issue with the system. When these items are resolved in the system, this document will be updated.

Items to note:
- Field office staff are unable to provide technical assistance on the MTW Supplement system other than what is documented in the "How to Use the MTW Supplement Module" knowledge article and this document.
- If a user is experiencing what they believe to be a system issue, they should document it including their PHA code, the exact text of the error message, screen prints showing the issue, the form number they were working in, and any details that may help the IT team reproduce the issue. That information should be sent to REAC_TAC@hud.gov with a note that this is occurring in the HIP MTW Supplement module – do not call it Salesforce! The "How to Use the MTW Supplement Module" knowledge article "Technical Assistance section provides more information about reporting issues.
- While not system issues, there are a couple of items noted in the "How to Use the MTW Supplement Module" knowledge article in the "Before You Create the MTW Supplement Online → Notes to Review" section that are typographical errors on the OMB approved form and have been corrected in the web-based form.

This document is divided into two sections:
- Items to Note – items that users may have some confusion about but are not issues that need to be fixed in the system.
- Current Issues – issues that are affecting multiple users and are being investigated.
- Resolved Issues – issues that were previously listed under Current Issues but have now been resolved.

Reporting issues: If you believe that you are experiencing an issue not listed under Current Issues below or an issue marked as resolved, please follow the instructions in the "How to Use the MTW Supplement Module" knowledge article on the HIP Training page to send an email to the REAC TAC and provide the details of the issue and a screen print showing the error. Help requests that state the equivalent of "it won't let me do it" will receive an email asking for the information originally requested in the knowledge article.

Items to Note

The items below are not issues that need to be fixed but are items that users may have some confusion about. The information provided here will hopefully help users understand how the system is functioning.
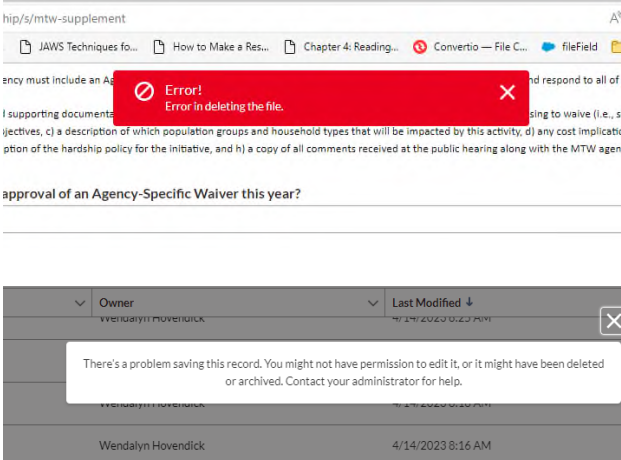
Description	Additional Information
Users may have issues opening PDF files that were generated prior to the 04/14/2023 system release.	Users should not attempt to open any PDF files under the S-Docs Relationships heading that were generated prior to 04/14/2023. If you need to view a PDF of an MTW Supplement form, generate a new PDF.
If a user opens a PDF file that they generated before the system has finished processing it, they may receive an error message such as "unique error". This is due to what was changed in the system to fix the PDF issue that was resolved on 04/14/2023.	The user should close the tab and wait a few minutes before opening the PDF again. At that point it should open properly.
When a PHA user clicks the link provided in a MTW Supplement automatic email notification (e.g., when a form is submitted, returned for revision, conditional approval, or finalized), the user is unable to login and view the form. ***If we are able to resolve this in the future we will, but for now it is just provided in this document for information purposes.***	The link in the email most likely includes "hud.my.salesforce", if this is the case it is the link internal (HUD) staff would use to access the form. You should be able to login to HIP as you normally would by going to https://hud.my.site.com/hip and using your username and password. Once you are in the system, you should be able to open the form number that is cited in the subject line of the email. *If you are unsure how to open a form, reference the "Accessing an Existing MTW Supplement Form" of the " How to Use the MTW Supplement Module" knowledge article on the HIP Training page.*
PHA users are taken to a login page that looks different than what they have seen previously.	This will happen if you are using the URL that was in use prior to July 2022. The most recent URL update happened on 02/11/2023. If a user uses the URL sent out in July 2022 they will be redirected for a very short period of time but it is imperative that all users update their bookmarks to https://hud.my.site.com/hip. Users will continue to use their existing user ID and password.

Current Issues

Issue Description	User Workaround
There are no known issues at this time.	

Resolved Issues

The issues listed below have been resolved as of the date listed. **Users should not attempt any workarounds that are listed below.** The information below is only provided as a historical reference of the original issue that is now resolved.

Issue Description	Additional Information at the time the Issue was Added to the List	Date Resolved
PHA users will not be able to delete files that were uploaded to a form by another/different user. The user will receive one of two error messages, depending on where they are in the system when trying to delete the file. 	If a PHA user is unable to delete a file because they get one of the pictured error messages, they should send an email to the REAC TAC with a description of the situation. *The other information that was provided is not being included here to not cause confusion.*	09/07/2023
It was found during verification of the 04/14/2023 system release that at times PHA users may not be able to delete files they have uploaded to a form.	No workaround is in place at this time.	06/30/2023
If a PHA user selects the response "Already provided" to the either of the core questions "Does this MTW activity require a hardship policy?" or "Does the MTW activity require an impact analysis?", the user will not see information about hardship policy or impact analysis in the PDF of the form.	There is no workaround. The information is stored in the system. The IT team is working on this and once it is resolved the already provided response will appear in any future PDF files that are generated.	06/30/2023

Issue Description	Additional Information at the time the Issue was Added to the List	Date Resolved
There is an issue with attaching a file in the hardship policy core question for an activity. The user receives confirmation the file was successfully attached but cannot see the file in the area underneath the upload button. When the user clicks on the Next button, they received the validation error that the hardship policy needed to be attached. When the user looks under the Related tab, the file had indeed been uploaded.	No workaround is in place at this time.	06/30/2023
After a user clicks on the Generate PDF button and waits a couple of minutes to allow the PDF to be made available (even though the link appears right away), the user receives an error message when they click on the red PDF icon or on the link and then the PDF icon to open the generated PDF.	This has been reported with forms in draft status but may occur with forms in other statuses.	04/14/2023
When some users click on the Generate PDF button, they receive an error message that states: **"An unhandled fault has occurred in this flow** An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.".	This issue is occurring for all users and there is no workaround available. Users will be informed by email and this list when the issue is resolved.	01/17/2023
If a user attempts to reset their password using the "Forgot your password" link, the user may receive an email but will be sent into a "loop" where they are again asked for their user ID and ultimately will not be able to reset their password.	Users should be careful to note the password they have chosen in a secure location. If the user has requested a password reset using the link and ends up in this "loop", they can contact the REAC TAC at 888-245-4860 or by email at reac_tac@hud.gov and specify they need their **MTW Supplement system** password reset – do **not** mention Salesforce. Since it can take a day or so for the escalated ticket to reach the HIP team, please specify in your request if you will not be available in the few days after contacting the TAC. The link in the password reset email is only valid for 24 hours.	09/06/2022

Issue Description	Additional Information at the time the Issue was Added to the List	Date Resolved
PDF Download: If a PHA user selects Yes for the question "If applicable, was an additional public hearing held for an Agency-Specific Waiver and/or Safe Harbor waiver?", in the PDF file the system generates it will state "No additional public hearing was held for an Agency-Specific Waiver and/or Safe Harbor waiver."	There is no workaround to make the PDF state the correct response, **however**, the PHA should ensure that the file they are going to upload (or have uploaded) as supporting documentation for this question to show that an additional hearing was held is named per the naming convention described in the "How to Use the MTW Supplement Module" knowledge article and so that the HUD reviewers can retrieve it from the system.	07/13/2022
PDF Download: If a user selects an activity in the Section C screener but then subsequently goes back and sets the drop down back to Select or Not Currently Implemented, the activity will still appear in the activity details later in the PDF document.	PHAs should look at the [MTW Supplement to the Annual PHA Plan form](#) prior to starting their MTW Supplement in the system. Once they create the form in the system, they should only select the activities for which they will enter information/data. *Previously stated workarounds have been removed from this summary to prevent users from attempting to use them.*	07/13/2022
PDF Download: The response for the core question "What are the cost implications of this MTW activity? Pick the best description of the cost implications based on what you know today." instead shows language for statutory objectives.	There is no workaround to make the PDF state the correct language. This issue is being worked on by the IT team and will hopefully be resolved soon.	07/13/2022

Issue Description	Additional Information at the time the Issue was Added to the List	Date Resolved
In Section J, when the Submit button is clicked, the user **does not** receive a pop-up box with a message asking the user to confirm that they do want to submit the form.	Users should use care when using the navigation buttons to navigate the form and when they are close to Section J ensure they stop and verify the button they are about to click on before they do so. If a user accidently clicks on the Submit button, the form will be submitted, and it will be in a read only status. If you accidently submit your form, you will need to send an email to your field office point of contact and CC MTWSupplement@hud.gov with your PHA code, form number (e.g., MTWS Form – 00059), and state that you accidently submitted your form and need the status changed to "returned for revision".	07/13/2022
In some instances, users may not see previously uploaded files in the sections of the form that they were previously uploaded to.	Files that were previously uploaded and the user received a confirmation message that the file was successfully uploaded are in fact in the system. We hope this will be fixed very soon. When the issue is resolved, the files should again be visible in the applicable area of the form. To confirm this, users can navigate to the Related tab at the top of the page. **Note, as mentioned in the "How to Use the MTW Supplement Module" knowledge article, unless instructed to do so users should not upload files directly into the Files section of the Related tab since they will not be connected to an area of the form.**	07/13/2022
In some instances, users may not have access to some tables within the form to input information. Examples are the tables in Section C Activity 17.c and in Section F.	There is no workaround at this time. We hope this will be fixed very soon.	07/13/2022

It was discovered that the items listed below were missing from Table 1 reference table in the instructions for the OMB approved HUD-50075-MTW, MTW Supplement to the Annual PHA Plan. Since the development team used this table in part to design the form, users will not see the core questions associated with these items.

- **Safe Harbor Waiver:** 1.r., 1.s., 1.v., 1.w., 2.c., 2.d., 5.c., 7.c., 7.d., 7.e., 7.g., 7.h., 9.c, 9.d, 9.e, 9.g, 9.h, 15, and 16
- **Impact Analysis and Hardship Policy:** 6.a., 6.b., 10.a., 10.b., 10.c., 10.d., 10.e., 11.a., 11.b.
- **Safe Harbor, Impact Analysis, and Hardship Policy:** 1.t and 1.u

NOTE: The list above was updated 05/04/22 as it had some incorrect references. Please reference the [HUD-50075-MTW](#) OMB approved form for Table 1.

While the core question for Safe Harbor Waiver will not appear, the PHA can still upload their documentation in Section D.

Only for the Impact Analysis and Hardship Policy core questions for the activities listed here, the PHA will have to manually upload the files using the follow procedures. **Note, the affected items for the activities listed here are the only time that a PHA should upload files under the Related tab since files uploaded in this manner are not connected to the proper content type in the system and will not appear on the form itself for that item.**

1. While in the form, on the left side of the page above the line that shows the status of the form, look for the tab (link) labeled Related and click on it.
2. The first section on the MTWS Form Submission page is the Files heading. On the same line as the Files heading is a button labeled "Add Files", click on it.
3. At the top of the screen that appears, find the Upload Files button in the top left corner, and click on it. You'll be presented a Browse window to find your file and upload it. **You must ensure to use the file naming convention listed in the "How to Use the MTW Supplement Module" knowledge article so that HUD can identify what activity the file is for!**
4. Click on the Done button to confirm the file upload has been completed. The screen will disappear, and you will see your uploaded file in the Files list.

07/13/2022

Issue Description	Additional Information at the time the Issue was Added to the List	Date Resolved
When working on various activities in Section C, users see a red colored bar at the top of the page that contains the error message "You do not have access to the Apex class named 'PopulateMultiSelectPicklist'". Users may also notice that they are unable to access the contents of some pick lists.	This was caused by a permission issue within the Apex class area and has been resolved. *Note, per the information in the "How to Use the MTW Supplement Module" knowledge article, users should always ensure that they wait several seconds before trying to enter information on a page or look at a pick list so that the page has time to fully load. This is due to the amount of data contained in this form.*	06/24/2022
When some users click on the Generate PDF button, they receive an error message that states: "**An unhandled fault has occurred in this flow** An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.".	Since this issue did not affect all users. If a user receives this error message now, please email MTWSupplement@hud.gov and provide a screen print of the error, the form number you are viewing, state that you are experiencing this known issue and ask that a copy of the PDF to be sent to you via email.	01/05/2022
If a user attempts to reset their password using the "Forgot your password" link, the user will not receive an email to reset their password.	Users should be careful to note the password they have chosen in a secure location. If the user has requested a password reset using the link and does not receive the email, they should check both their junk folder and with their IT department to ensure that the email was not blocked. If the user still is unable to do their own password reset, they can contact the REAC TAC at 888-245-4860 or by email at reac_tac@hud.gov and specify they need their **MTW Supplement system** password reset – do **not** mention Salesforce.	03/11/2022

Issue Description	Additional Information at the time the Issue was Added to the List	Date Resolved
Users are unable to enter a number that contains a decimal (e.g., a response of 22.5) for activities 1.g and 1.h in Section C. Decimals are also not being accepted in the table in Section F. This same issue (entering numbers with decimals) may also affect other numeric fields in the web-based form. This is only an issue if the user tries to enter a value with a decimal into a field.	Users should now be able to enter decimal values for all numeric values with the exception of the number of bedrooms in some of the questions for Section G, since those should not need decimal values.	03/11/2022
If a PHA selects "Plan to implement in the submission year" for activity 4.c in the Section C screener, it does not show up in the screener in the downloaded PDF file, but the PDF will show the responses the user inputs for activity 4.c.	This bug has been resolved and 4.c should be reflected in the Section C screener if the PHA has provided a response.	03/11/2022
The tables in C.17.c have a typo that is also on the OMB approved form and will be corrected in the next revision to the form. The system will be updated soon to reflect that 60% AMI should say 50% AMI, so that the percentages would read 80% of AMI, 50% of AMI, and 30% of AMI.	The system has been corrected. PHAs should provide a response based on 80% of AMI, 50% of AMI, and 30% of AMI.	03/11/2022
In Section J, when the Previous button is clicked, the user receives the confirmation prompt asking if they wish to submit the form.	This issue has been resolved. When clicking the Previous button, the user should be taken back to Section I.	03/11/2022